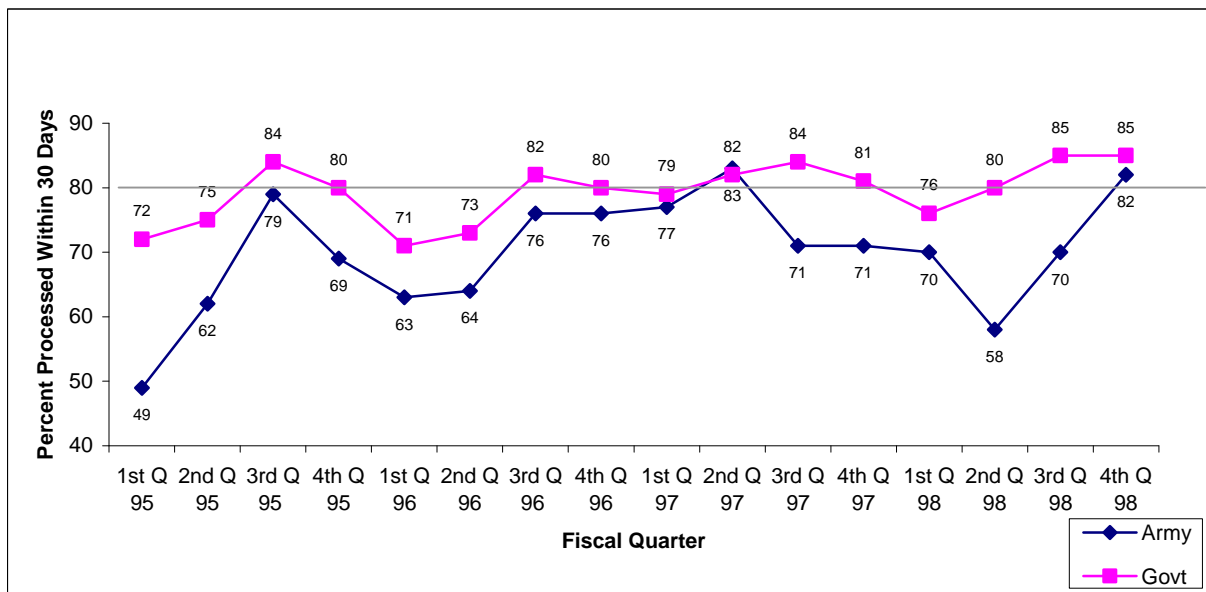


2-1. Timeliness of Processing Retirement, Refund, and Death Benefits

Objective: OPM Standard is Not Less Than 80% of the Actions Processed Within 30 Days

Assessment: Not Met



Source: OPM "Aging of Separation" report

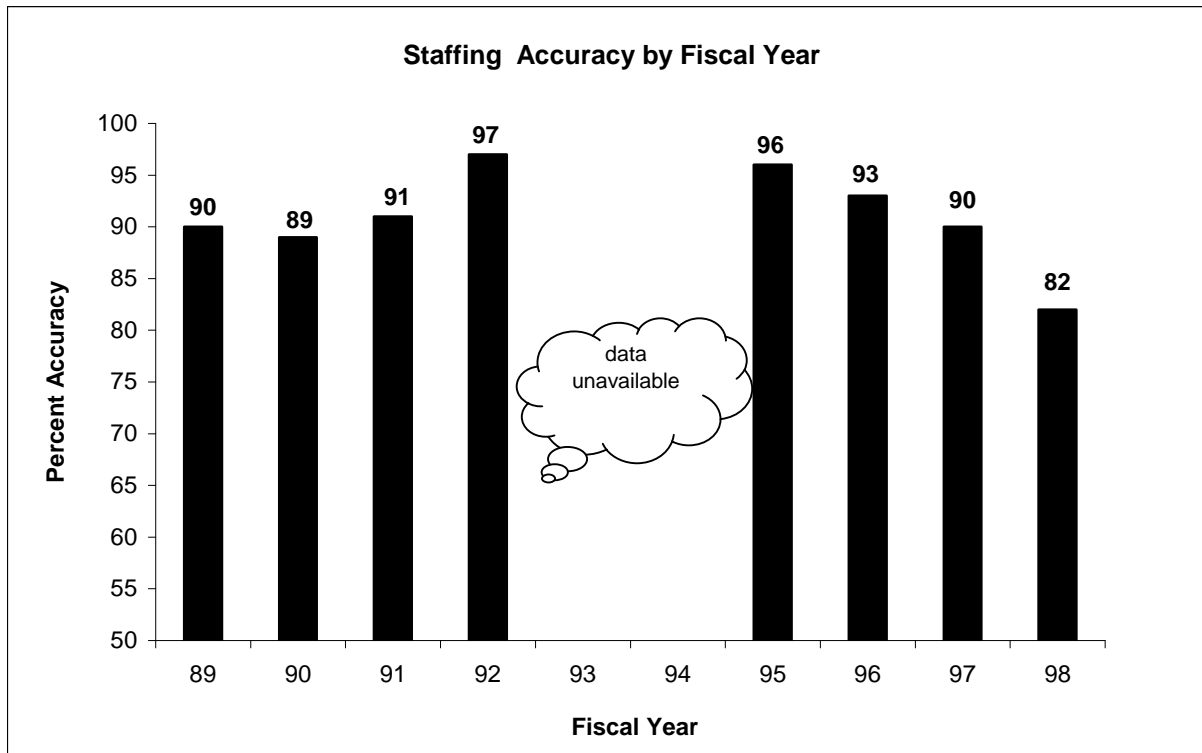
Analysis:

- The OPM Congressionally-mandated timeliness standard requires that 80% of all retirement, refund and death claims be received by OPM within 30 days of separation. With the exception of two quarters (FY97 - Q2, FY98 - Q4), Army consistently fell below the standard. With the exception of one quarter (FY97 - Q2), Army also fell below the government-wide average.
- The above figures are based on the total number of retirement, death and refund claims submitted by Army employees. Because there are more retirement claims than death and refund claims, the average is skewed towards the timeliness of retirement claims processing.

2-2. Staffing - Regulatory and Procedural Compliance

Objective: Not Less than 90% Accuracy

Assessment: Not Met



Source: USACPEA survey reports

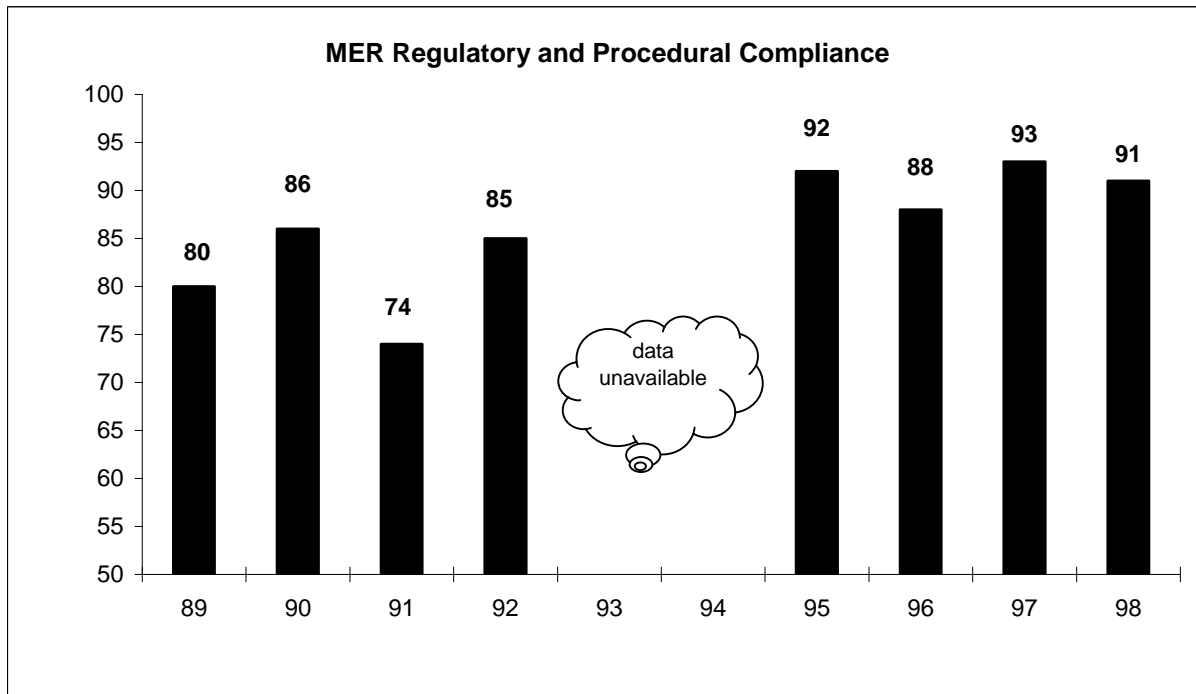
Analysis:

- Army did not meet its objective of 90% accuracy. Accuracy has decreased over the past three years.
- USACPEA attributes this downward trend to the loss of experienced processing personnel in the course of regionalization as well as the emphasis on reducing fill time, which is resulting in increased processing errors. USACPEA's explanation is based on interviews with personnelists.
- See page iii for a discussion of sampling and an explanation of FY93-94 missing data. See Appendix, p. A12, for individual on-site review information.
- Staffing regulatory procedural compliance is determined by conformance with requirements of law, regulation, and prescribed government-wide standards in the areas of appointments, promotions and internal placements (including reassignments, changes to lower grade, transfers, details and position changes during a period of grade or pay retention).

2-3. Management Employee Relations - Regulatory and Procedural Compliance

Objective: Not Less than 90% Accuracy

Assessment: Met



Source: USACPEA survey reports

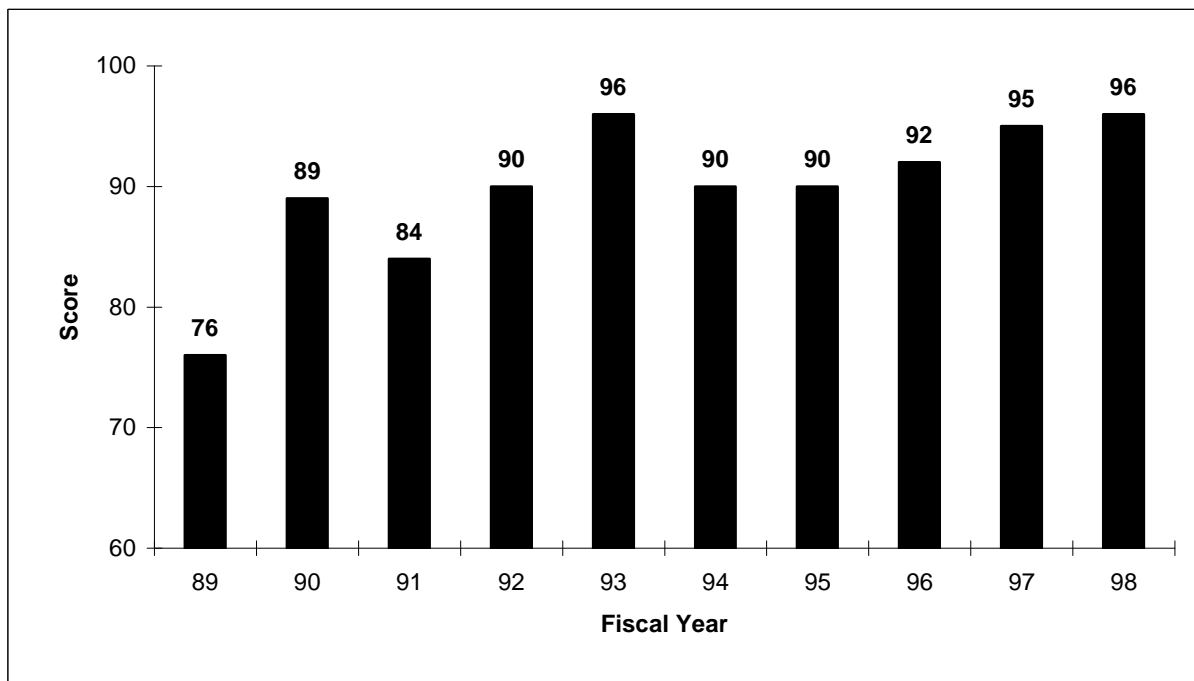
Analysis:

- Army met its objective of 90% accuracy. Note that the FY91 compliance rate, which is the lowest, is based on a smaller sample than the other years.
- See page iii for a discussion of sampling and an explanation of FY93-94 missing data. See Appendix, p. A13, for individual on-site review information.
- Management-Employee Relations regulatory and procedural compliance is determined by conformance with requirements of law, regulation, and prescribed Government-wide standards in the areas of awards (quality-step increases, on-the-spot, special act/service, and performance) and adverse/disciplinary actions (removals for cause, conduct-related involuntary reductions in grade or pay, performance-based actions, suspensions, reprimands, and denial of within-grade increases).

2-4. HQ ACPERS Data Quality - OPM's CPDF Data Quality Composite

Objective: Score of at Least 96 (OPM Standard)

Assessment: Met



Source: U.S. Office of Personnel Management (OPM) Report

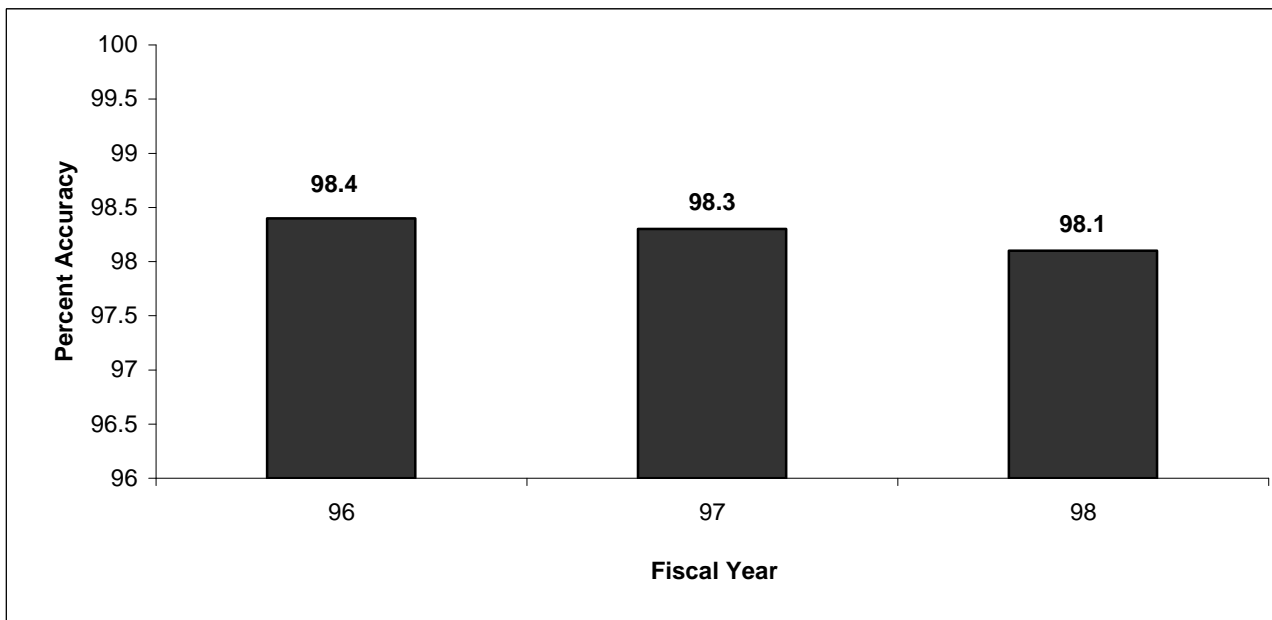
Analysis:

- Army met OPM's quality composite standard.
- The score displayed is a composite of seven items: (1) days to submit, (2) percent of records with valid data in the most used fields, (3) number of data elements valid on 99% of records, (4) percent of records without errors (status file), (5) percent CPDF record count compared to SF113A count, (6) percent of records timely, (7) percent of records without errors (dynamics file). See Appendix, p. A14, for OPM standards and Army performance on the individual items.
- OPM reports accuracy for quarterly periods. Fiscal year data presented above are averages of data for four quarters. The FY98 score represents only the first two quarters; third and fourth quarter data were not available at the time of publication.

2-5. HQ ACPERS Data Quality - HQ ACPERS Quality Control Report

Objective: At least 98% Accuracy

Assessment: Met



Source: HQ ACPERS Quality Control Report (PCN:ZMA-56A) produced by HQDA (SFCP-PSI)

Analysis:

- Army met its objective of 98% accuracy for FY98.
- The Quality Control Report covers appropriated fund, U.S. citizen only. It is provided to the field (based on POI) on a quarterly basis. Although summary data are presented here, the report identifies individual errors to the field. The report has two limitations -- it covers a subset of DCPDS data fields and checks for field completion and a specified range of values only. Data errors not covered in this report are known to exist.
- The report has been in production for years. Unfortunately, copies of the pre-FY96 reports were not retained.